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ARIZONA CORPORATION COMMISSION

September 23, 2016

To: Docket Control

RE: ARIZONA PUBLIC SERVICE – Customer Comments

Docket No. E-01345A-16-0036 and E-01345A-16-0123

Please docket the attached 6 customer comments opposing the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

SEP 26 2016



2016 SEP 26 AM 9 05
AZ CORP COMMISSION
DOCKET CONTROL

E-01345A-16-0123

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 9/20/2016
Opinion Number: 2016 - 134768 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Demand/ Opposed **Closed Date:** 9/20/2016 4:32 PM
 Rate Case Items - Opposed

First Name: Alita **Last Name:** Arnold **Account Name:** Alita Arnold
Address: <<< REDACTED >>>
City: Scottsdale **State:** AZ **Zip Code:** 85258
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

To Whom it may concern: July 1, 2016 they raised my 'Deliver Service Charge' from \$25.22 to \$42.50. (\$17.28 Diff. a month) I am retired, 72 yrs young and on the 'Equalizer Program' for years to assist me during the summer months. It seems, just when I get my bill steady, and do cut back where I can, APS raises the rates. I was paying monthly approx. \$133.00 a month then they raised it to \$169.00 a month. So this summer I decided to turn my AC off. 24-7 to try and get my bill back down. It seems to me with everyone trying to help in cutting back, the company is now not getting enough revenue so they raise rates or fees or taxes to compensate. Our reward is another Rate Hike!! It's like WE, the Customer are getting punished for cutting back as we have been asked to do! This is not fair!! However, I have to admit, with the temps in the house (88 to 96%), I have lost weight in perspiration. That's a good thing. :) lol lol lol If and when they make (ugly) Solar panels that look like my tile roof, and doesn't cost us our first born maybe people would think about it. But no way Jose now!! Thank You for listening, Alita Arnold

		Investigation	
Date:	Analyst:	Submitted By:	Type:
9/20/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 9/23/2016
Opinion Number: 2016 - 134823 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Demand/ Opposed **Closed Date:** 9/23/2016 10:57 AM
 Rate Case Items - Opposed

First Name: Dolores **Last Name:** Maffetone **Account Name:** Dolores Maffetone
Address: <<< REDACTED >>>
City: Youngtown **State:** AZ **Zip Code:** 85363
Cell: <<< REDACTED >>> **Cell:** <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036 **Docket Position:** Against

DOCKET - E-01345A-16-0036 DM DORIE MAFFETONE As a retired person, an APS ratepayer and Youngtown, Az Resident, I strongly object to the APS recommendation for Mandatory Demand Charges. With this mandatory demand charge, it could produce radically different charges every month. All of a sudden it would have spiked the kilowatt usage way up from what it normally is for a short period of time, but yet I am going to get stuck with a large bill for that. I don't think that's right. Residential demand charges are currently available as a choice. That is exactly where they belong..... as a choice ! PLEASE VOTE AGAINST MANDATORY DEMAND CHARGES !! Dolores Maffetone Youngtown, Az Resident for 12 year

Investigation			
Date:	Analyst:	Submitted By:	Type:
9/23/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 9/19/2016
Opinion Number: 2016 - 134736 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 9/19/2016 9:47 AM

First Name: Shelly **Last Name:** Bortutno **Account Name:** Shelly Bortutno
Address: <<< REDACTED >>>
City: Red Rock **State:** AZ **Zip Code:** 85145
Home: <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036 **Docket Position:** Against

APS is already charging excessive fees and should not be granted a rate increase.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
9/19/2016	Mary Mee	Telephone	Investigation
Comments noted for the record and docketed. CLOSED			

E-01345A-16-0036

E-01345A-16-0123 **Arizona Corporation Commission**
Utilities Complaint Form

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 9/21/2016
Opinion Number: 2016 - 134782 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Demand/ Opposed **Closed Date:**

First Name: — **Last Name:** ' **Account Name:** Tana Wilke
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85001
Home: <<< REDACTED >>>

Company: Arizona Public Service Company

Nature Of Opinion

Docket Number: E-01345A-16-0036

Caller, although not apposed to a moderate increase in rates is very opposed to a change in the demand charge. This will be somewhat based on the habits of her neighbors, of whom are not in residence for a portion of the year. Should this demand charge be implemented, she feels it is only fair to do so during the winter months, allowing costs to be more affordable during summer months.

E-01345A-16-0123

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 9/19/2016
Opinion Number: 2016 - 134717 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 9/20/2016 8:11 AM

First Name: John **Last Name:** Boullosa **Account Name:** John Boullosa
Address: <<< REDACTED >>>
City: Sun City **State:** AZ **Zip Code:** 85373
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

I am on a fixed income and my electric bills can be quite high. To some what control my electric bill. I set the thermostat at 82 in summer and 68 in winter. and I run all other appliances on off peak hours. John Boullosa age 84

Investigation			
Date:	Analyst:	Submitted By:	Type:
9/19/2016	Roxanne Best	Email	Investigation
sent email to customer requesting information on which utility he was submitting his opinion for since he spoke about electric, but submitted for AZ Water Co.			
Date:	Analyst:	Submitted By:	Type:
9/20/2016	Roxanne Best	Email	Investigation
Customer responded that the opinion is for the APS rate case. Comments noted for record and docketed. Closed.			

E-01345A-16-0123

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best	Phone: <<< REDACTED >>>	Opinion Date: 9/16/2016
Opinion Number: 2016 - 134700		Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Demand/ Opposed	Closed Date: 9/16/2016 4:01 PM	

First Name: Thomas	Last Name: Lavallee	Account Name: Thomas Lavallee
Address: <<< REDACTED >>>		
City: Sun City	State: AZ	Zip Code: 85351
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Arizona Public Service Company	Division: Electric
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Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

As an APS rate payer I strongly object to APS recommendation for Mandatory Demand Charges. as described in Docketts WS-01303A-16-0145 and E-01345A-16-0036. This places an undue burden on fixed income and retires individuals. I am very suspicious of this request given the circumstances of unfair Solar payouts and a huge reduction in overall demand due to the last decade of energy saving technology. I have used demand services in the past and reaped clear benefits from it as a result of paying for and installing a load management system. When I sold my home I was told that that rate was no longer available. It was clear at the time that the system and the rate structure was not as good a choice for APS as it was for me as a home owner. I further vote to clean out politics from what was once a public service provider. The institution is now a pawn for political action and special interest. I hope the Corporation Commission can clean this up, I am an informed voter. Thomas Lavallee

Investigation			
Date:	Analyst:	Submitted By:	Type:
9/16/2016	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.
